SECRETARY I

DEFINITION

Under general supervision, performs secretarial and clerical work of above average difficulty and complexity; takes or transcribes dictation accurately; assists the public by answering inquiries and complaints; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This position is a skilled class in the clerical series generally reporting to a division head. Incumbent is assigned responsible secretarial work involving significant typing skills and transcribing dictation from notes or tapes. Knowledge of City laws, rules, procedures, policies, and precedents is required in supplying facts and information to the public. All first assignments are general within a defined framework of procedures requiring use of considerable independent judgement and initiative. Work is reviewed upon completion. Complex and varied assignments are assigned requiring independent judgement in performing skilled typing, arithmetical calculations, gathering and interpreting written material, transcribing dictation from notes or tapes, and effectively dealing with the public. Supervision may be exercised over a small group of assistants on special projects, and a Secretary I may be asked to perform duties of a Secretary II on a temporary basis. A Secretary I differs from a Senior Clerk Typist in the skill level and complexity of tasks performed, the higher degree of accountability, and the latitude for independent judgment and initiative. The next higher class of Secretary II differs from this class in that incumbents perform more varied, responsible, and diverse assignments of a broader scope under general direction.

TYPICAL TASKS

Performs secretarial duties such as typing reports, memoranda, statistical and other data of a confidential nature; transcribes dictation of correspondence; maintains payroll related records; composes original correspondence; prepares statistical reports on departmental activities; may take minutes of City meetings, commissions, and committees; maintains records, documents, and supporting material for department and ensures their proper disposition; ensures proper filing of appropriate documents with other governmental agencies; recommends and implements changes and improvements in office procedures; checks and reviews a variety of data for completion and compliance with established regulations and procedures; maintains mailing lists, card files, indexes, time reports, departmental records and files; may issue licenses, permits, City documents, and receipts for fees; may calculate fees; maintains inventory control; issues and orders supplies; schedules public hearings, meetings, and department head commitments; greets public, answers telephone, and advises public about City policies, procedures, regulations and practices; establishes, improves, and purges, upon direction, departmental filing systems; operates office equipment; may collect, post, and account for funds; compiles and types status reports and budgets; may assume duties of Secretary II when assigned; performs specialized duties as assigned.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, post high school education or training in secretarial courses, and two years of experience in a position performing advanced clerical duties involving similar skills and responsibilities. Public agency experience preferable. Must be proficient in the use of modern wordprocessing programs. Must type accurately at a net speed of 60 words per minute, and take dictation at 90 words per minute and accurately transcribe in final format from notes.

Knowledge & Abilities - **Knowledge of:** modern office methods, procedures and equipment, including modern wordprocessing programs; letter and report writing; filing methods and recordkeeping to maintain accurate information in alphabetical, chronological and/or numerical order; elements of good English usage, vocabulary, spelling, and arithmetical calculations; and departmental policies, procedures, and terminology. **Ability to:** perform difficult and responsible secretarial work involving use of independent judgment, discretion, and confidentiality; compose clear, concise, and grammatically correct correspondence and memos; proofread to identify errors in spelling, grammar, punctuation, English usage and statistics; design forms and charts for department use; make arithmetical calculations with speed and accuracy; quickly learn and efficiently utilize the City's wordprocessing programs; accurately transcribe dictation, notes, and minutes from shorthand, handwritten notes, or dictated tapes; read, interpret, and apply information from complex technical materials (i.e., ordinances, contracts, resolutions); effectively present instructions and information, in writing and orally, to the general public, outside agencies, and fellow employees; prioritize and schedule workload to ensure completion when faced with deadlines or emergencies; use patience, tact, and courtesy in dealing with the public; work harmoniously with departmental personnel; follow oral and written instructions with minimum supervision; and establish and maintain effective working relationships with fellow employees, supervisors and the general public.

Licenses & Certificates - Possession of a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: Dana M. Ramirez
DIRECTOR OF HUMAN RESOURCES

James L. Cox
CITY MANAGER

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